D&S Diversified Technologies LLP

Headmaster LLP

Arizona Assisted Living Facility Caregiver
Medication Management
Candidate Handbook

EFFECTIVE: February 1, 2023

Version 6

EFFECTIVE February 1, 2023: The Knowledge Test time is decreasing from 90 minutes to **60 minutes**.

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Contact Information

Questions regarding: testing process • test scheduling • eligibility to test • the Assisted Living Facility Caregiver/Manager Registry

.... **(800) 393-8664**

Questions regarding: Assisted Living Facility Caregiver Completion of Course

.... **(602) 364-2374**

D&SDT-Headmaster, LLP PO Box 6609 Helena, MT 59604-6609 Email: arizona@hdmaster.com Web Site: www.hdmaster.com	*Monday through Friday* *6:00AM – 6:00PM (MST)*	Phone #: (800) 393-8664
Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) 1740 W. Adams Street, Suite 2490 Phoenix, AZ 85007 Email: information@aznciaboard.us Web Site: http://www.aznciaboard.us/	*Monday through Friday* *8:00AM – 5:00PM*	Phone #: (602) 364-2374

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Introduction

The purpose of the Arizona Assisted Living Facility Caregiver Medication Management competency evaluation program is to ensure candidates seeking to be Assisted Living Facility Caregivers in Arizona understand the State standards and demonstrate entry level knowledge sufficient to perform the job of an Assisted Living Facility Caregiver.

This handbook describes the process of taking the Arizona Assisted Living Facility Caregiver Medication Management competency test and is designed to help prepare candidates for testing. The Assisted Living Facility Caregiver Medication Management competency test is a 63 question multiple-choice knowledge test. Candidates must pass the knowledge test and meet all requirements of the Arizona Board of Examiners of Nursing Care Institution Administrators and Assisted Living Facility Managers (NCIA/ALFM) for successful completion of the Arizona Assisted Living Facility Caregiver course.

The Arizona NCIA/ALFM Board of Examiners has approved Headmaster LLP to provide knowledge tests and scoring services for the Assisted Living Facility Caregiver Medication Management knowledge test. For questions not answered in this handbook please contact D&S Diversified Technologies (D&SDT)-Headmaster at (800)393-8664 or go to the Arizona Assisted Living Facility Caregiver webpage at www.hdmaster.com.

The information in this handbook will help you prepare for your examination and should be kept for future reference.

Americans with Disabilities Act (ADA)

ADA Compliance

The Arizona NCIA/ALFM Board of Examiners and D&SDT-Headmaster provide reasonable accommodations for candidates with disabilities or limitations that may affect their ability to perform the ALF Caregiver exam. Accommodations are granted in accordance with the Americans with Disabilities Act (ADA).

If you have a qualified disability or limitation, you may request special accommodations for examination. Accommodations must be approved by D&SDT-Headmaster in advance of examination. The request for accommodations can be found on the D&SDT-Headmaster webpage and clicking on the PDF Fillable ADA Accommodation Form 1404. Fill out the ADA Request and attach with the required documentation found on the second page of the request form to an email to: arizona@hdmaster.com, in order to be reviewed for an accommodation.

ADA request forms submitted without supporting documentation of a diagnosed disability will not be accepted or reviewed.

Please allow additional time for your request to be approved. If you have any questions regarding the ADA review process or specific required documentation, please call D&SDT-Headmaster at (800)393-8664.

The Arizona Assisted Living Facility Caregiver Medication Management Exam

Payment Information

Exam Description	Price
Knowledge Test or Retake	$65

Schedule an Exam

In order to schedule an examination date, candidates must have successfully completed an Arizona NCIA/ALFM Board of Examiners approved, Assisted Living Facility Caregiver training program. In addition, all assisted living facility caregiver exam candidates must be registered with D&SDT-Headmaster by their training program.

Assisted Living Facility Caregiver Medication Management Program Candidates

Your training program will enter your initial training information into the WebETest© database. Your training program instructor/program will verify the name entered into WebETest© against the identification you will present when you sign in at a test event. Your ID must be a US government issued, photo bearing ID. You should receive a verification form during your training to sign, attesting to the fact that there is an exact match. If you discover your ID name doesn't match your name as listed in WebETest©, please call D&SDT-Headmaster at (800)393-8664.

Once your instructor or training program enters the date you successfully complete training into WebETest©, you may schedule your exam date online by clicking on Schedule/Reschedule, under "Candidate Forms" on the Arizona Assisted Living Facility Caregiver webpage, with your secure Test ID# and Pin# provided to you by your training program or from D&SDT-Headmaster at (800)393-8664.

Securely processed Visa or MasterCard credit card or debit card information is required when scheduling online. After paying, you will be able to schedule and/or reschedule up to 1 full business day prior to a scheduled test date of your choice and receive your test confirmation notification online or on the screen while you are logged in. You may login with any Internet connected device.

To change or reschedule your test date, click on Schedule/Re-Schedule under the "Candidate Forms" column, and log in with your secure Test ID# and Pin# to update no less than 1 full business day before your scheduled test date. If you are unable to schedule/reschedule on-line, please call D&SDT-Headmaster at (800)393-8664 for assistance.

Candidates who self-schedule online, or those scheduled by their training programs, will receive their test confirmation at the time they are scheduled.

You may also schedule a test date by filling out and submitting D&SDT-Headmaster's fillable/submittable Candidate Payment Form 1402AC with your payment (Visa or MasterCard credit/debit card only).
- If paying with a money order or cashier's check – made payable to **HEADMASTER**, the fillable/submittable Candidate Payment Form 1402 can be downloaded and printed and mailed with your payment to D&SDT-Headmaster at P.O. Box 6609, Helena, MT 59604.

- If you fax, (406)442-3357, your Candidate Payment Form 1402, a credit/debit card payment is required and a $5 per candidate Priority Fax Service fee applies.

When you submit a Candidate Payment Form 1402, once processed, you will be sent an email with instructions on how to log in to your record, pay the testing fee and schedule into a test date. If you do not receive an email from D&SDT-Headmaster within 5 business days of sending/submitting your Candidate Payment Form 1402, call us immediately. If after business hours, leave us a message on the answering machine at (800)393-8664.

Note: Candidate Payment Form 1402's with any missing or incomplete information, payment or signatures; will not be processed and the form will be shredded. If a money order or cashier's check was sent with the form, it will be mailed back to the candidate.

Many training programs host and pre-schedule in-facility test dates for their graduating students. Your program/instructor will have informed you if this is the case. Prior to scheduling a test, verify with your instructor if the training program has already scheduled your test. Regional test seats are open to all candidates. Regional test dates are posted on the Arizona Caregiver webpage by clicking on the "Three Month Test Schedule" or "Printer Friendly Test Schedule" under the Candidate Forms column. Be sure to read the important notes at the top of the first calendar.

If you have any questions regarding your test scheduling, call D&SDT-Headmaster at (800)393-8664, during regular business hours, Monday through Friday, excluding Holidays, 6:00AM to 6:00PM Mountain Standard time.

Test Confirmation
Your test confirmation will provide you with important information regarding where you are scheduled to test (date, time and address).

You can view your confirmation notice any time by logging into your WebETest© account with your secure Test ID# and Pin#. You should have received your Test ID# and Pin# from your training program, or you may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays.

Please review the Arizona Assisted Living Caregiver Medication Management Candidate Handbook for specific instructions on time to arrive at test event, ID requirements, testing attire, testing policies and procedures, what to expect, etc.

Note: Failure to read the candidate handbook could result in No Show for your test event for not adhering to the policies of testing, etc.

D&SDT-Headmaster does not send postal mail test confirmation letters to candidates.

Arizona Assisted Living Facility Caregiver Candidate Handbook

Exam Check-In

You need to arrive at your confirmed test site between 20 to 30 minutes before your exam is scheduled to start.

- You need to make sure you are at the event *at least 20 minutes prior* to the start time to allow time to get signed in with the RN Test Observer.
  - *For example*: if your test start time is 8:00AM – you need to be at the test site for check-in **no later than** 7:40AM.
- Testing **begins** promptly at the start time noted.

Note: If you arrive late, you will not be allowed to test.

Testing Attire

There is not a mandated dress code, however, please dress appropriately (no revealing clothing).

Identification

You must bring a **US GOVERNMENT ISSUED, PHOTO-BEARING FORM OF IDENTIFICATION**. Examples of the forms of US government issued, photo ID's that are acceptable are:

- Driver's License *(Arizona Driver's License must be issued after January 1, 1997)*
- State issued Identification Card *(Arizona State ID must be issued after January 1, 1997)*
- US Passport (**Exception:** *Foreign Passports with a US VISA included are acceptable*)
- US Passport Card
- Military Identification Card (that meets all requirements)
- Alien Registration Card (that meets all requirements; **NOTE:** a fingerprint may be in place of a signature)
- Tribal Identification Card (that meets all requirements)
- Work Authorization Card (that meets all requirements)

The **FIRST** and **LAST** names listed on the ID presented to the RN Test Observer during sign-in at your test event **MUST EXACTLY MATCH** the FIRST and LAST names that were entered in the Arizona assisted living caregiver database by your training program. You may call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays, to confirm that your name of record matches your US government issued ID, or log in to the Arizona Caregiver webpage, using your secure Test ID# and Pin# to check on or change your demographic information.

Note:

- **You will not be admitted for testing if you do not bring proper/valid identification**.
  - Check to be positive that both your FIRST and LAST printed names on your photo match your current name of record in WebETest©.
  - A driver's license or state-issued ID card that has a hole punched in it is NOT VALID and will not be accepted as an acceptable form of ID.
- In cases where names do not match or your ID is not proper/valid, you will be considered a NO SHOW and you will forfeit your testing fees and have to pay for another exam date.

Instructions for the Knowledge Test

Test instructions for the knowledge test will be provided in written format in the waiting area when you sign-in for your test.

Arizona Assisted Living Facility Caregiver Candidate Handbook

These instructions detail the process and what you can expect during your exam. Please read the instructions *before* entering the knowledge test room. The instructions will be left in the waiting area during testing for you to refer to throughout your time at the test site. The RN Test Observer and Knowledge Test Proctor will ask you questions about the instructions you read when you enter the knowledge test room.

These instructions are also available on the Arizona Caregiver webpage under the "Proctor Forms" column, Knowledge Test Instructions for you to review in advance of your test date.

If you are taking your knowledge test virtually, the Virtual Knowledge Test Instructions can be found on the Arizona Caregiver webpage, www.hdmaster.com.

Testing Policies
The following policies are observed at each test site—
- Plan to be at the test site up to four (4 hours).

- Testing begins promptly at the start time noted on your confirmation. If you arrive late for your confirmed exam (you need to be at the test site to **check in** *at least* **20 to 30 minutes before your scheduled start time** – if your test start time is 8:00AM, you need to be at the test site **by 7:40AM at the latest**), you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.

- If you do not bring valid and appropriate US government issued, photo ID, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
    - If the FIRST and LAST printed names on your ID do not match your current name of record, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.

- If you do not conform to all testing policies, you will not be admitted to the exam and any exam fees paid *will NOT be refunded*.
- If you NO SHOW for your exam day, any test fees paid *will NOT be refunded*. You must re-pay your testing fees online in your own record using your Test ID# and Pin# or submit Form 1402AC (Candidate Payment Form) to schedule another exam date.
- **PERSONAL ITEMS:** Such as water bottles, briefcases, large bags, study materials, extra books, or papers) are not permitted to be on or near you in the testing room. You will be informed by the testing team of the designated area to place your personal items and you are to collect these items when you complete your test.
- **ELECTRONIC DEVICES:** Cell phones, smart watches, fitness monitors, electronic recording devices, Bluetooth-connected devices are not permitted to be on or near you in the testing room. You will be informed by the testing team of the designated area to place your electronic devices and you are to collect these items when you complete your test.
    - All electronic devices must be **turned off**. Smart watches, fitness monitors and Bluetooth-connected devices must be removed from your wrist/body.
- If you are taking the knowledge exam virtually, please refer to the 'Virtual Knowledge Exam Option' section of this handbook.
- Anyone caught using any type of electronic recording device during testing will be dismissed from the exam, have their test scored as a failed attempt, forfeit all testing fees, reported to

your training program and will not be permitted to test for 6 months. You may, however, use personal devices during your free time in the waiting area.

- You are encouraged to bring a jacket, snack, drink or study material to have while waiting to test.

- Translation dictionaries, devices or non-approved language translators are not allowed.

- You may not remove any notes or other materials from the testing room.

- You are not permitted to eat, drink, smoke, use e-cigarettes or vape during the exam.

- You are not allowed to leave the testing room (knowledge test room) once the exam has begun *for any reason*. If you do leave during your test event, you will not be allowed back into the testing room to finish your exam.

- If you are discovered causing a disturbance of any kind, engaging in any kind of misconduct or try to take any notes or testing materials from the testing room, you will be dismissed from the exam and reported to your training program.

- Test sites, RN Test Observers and Knowledge Test Proctors are not responsible for candidate personal belongings at the test site.

- No visitors, guests, pets (including companion animals) or children are allowed.
  - Service animals with an approved ADA accommodation in place are allowed.

- ***Please refer to this Arizona Assisted Living Facility Caregiver Medication Management Candidate Handbook before your test day for any updates to testing and/or policies.***

Security

If you refuse to follow directions, use abusive language or disrupt the examination environment, your test will be stopped and scored as a failed attempt. You will be dismissed from the testing room and will forfeit any testing fees paid and a report of your behavior will be given to your training program. You will not be allowed to retest for a minimum period of six (6) months.

Anyone who removes or tries to remove test material or takes notes or information from the test site will be reported to their training program and is subject to prosecution to the full extent of the law. Your test will be scored as a failed attempt and you will forfeit any testing fees paid. You will not be allowed to retest for a minimum period of six (6) months. You will need to obtain permission from your training program in order to be eligible to test again.

If you give or receive help from anyone during testing (which also includes the use of any electronic recording devices such as cell phones, smart watches, or navigating to other browsers/sites during an electronic exam, etc.), your test will be stopped, you will be dismissed from the testing room and your test will be scored as a failed attempt. You will forfeit any testing fees paid. You will be reported to your training program and you will need to obtain permission from your training program in order to be eligible to test again.

Reschedules

All candidates are able to reschedule online in their record using their Test ID# and Pin# any time up until **one (1) full business day** preceding a scheduled test day, **excluding** Saturdays, Sundays and Holidays.

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If you must reschedule your exam date, please do so as soon as possible or at the latest one full business day before your scheduled test date (excluding Saturdays, Sundays and Holidays). You may reschedule an exam date online with your secure Test ID# and Pin#.

- Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to reschedule the Thursday before your scheduled exam.

Scheduled test date is on a:	Reschedule the previous:
Monday	The previous Thursday
Tuesday	The previous Friday
Wednesday	The previous Monday
Thursday	The previous Tuesday
Friday	The previous Wednesday
Saturday	The previous Thursday
Sunday	The previous Thursday

Note: Reschedules will not be granted less than one (1) full business day prior to a scheduled test date.

Refund of Testing Fees Paid

Requesting a refund of testing fees paid is different than rescheduling a test date. Requesting a refund means that you are not interested in taking the Arizona Assisted Living Caregiver test at all.

Scheduled in a Test Event

1) If you are scheduled in a test event, a refund request of testing fees paid must be made by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-Headmaster's main webpage at www.hdmaster.com at least **one (1) full business day** prior to your scheduled test event (excluding Saturdays, Sundays and Holidays). No phone calls will be accepted.

   Example: If you are scheduled to take your exam on a Saturday, Sunday or Monday, you would need to request a refund by filling out and submitting the Refund Request Fillable Form on the D&SDT-Headmaster main webpage at www.hdmaster.com by close of business the Thursday before your scheduled exam. D&SDT-Headmaster is open until 6:00PM Mountain time.

2) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund fee.

3) Refund requests must be made within thirty (30) days of payment of original testing fees with Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with Headmaster will not be issued.

Not Scheduled in a Test Event

1) Refund requests must be made within thirty (30) days of original payment of testing fees with Headmaster. Any requests for refunds made beyond the 30 days of original payment of testing fees with Headmaster will not be issued.

2) A refund request of testing fees paid must be made by filling out and submitting the Refund Request Fillable Form 1405 on D&SDT-Headmaster's main webpage at www.hdmaster.com. No phone calls will be accepted.

3) Refund requests made in the required time frame qualify for a full refund of any testing fees paid minus a $35 refund fee.

Unforeseen Circumstances Policy

If an exam date is cancelled due to an unforeseen circumstance, D&SDT-Headmaster staff will make every effort to contact you using the contact information (phone number/email) we have on file to reschedule you, for no charge, to a mutually agreed upon new test date.

Therefore, you must keep your contact information up to date in case we need to contact you *(*see examples below for reasons we may not be able to contact you that you are responsible for.)*

If D&SDT-Headmaster is unable to reach you via phone call or email with the information in your record (*see examples below) in the event of an unforeseen circumstance for a test event you are scheduled in to, you will be taken out of the test event and D&SDT-Headmaster will not reschedule you until we hear back from you.

NOTE: The *examples listed below are your responsibility to check and/or keep updated.
- If D&SDT-Headmaster leaves you a message or emails you at the phone number or email in your record and:
  - you do not call us back in a timely manner,
  - your phone number is disconnected/mail box is full,
  - you do not check your messages in a timely manner,
  - you do not check your email or reply to our email in a timely manner,
  - your email is invalid or you are unable to access your email for any reason.

Inclement Weather Policy

In the event of inclement weather, you will be expected to attend your schedule exam date unless:
- The county you reside in or the county of the testing site is placed on a weather or other emergency.
- The test site closes.
- The test observer cancels the test event.
- There is an accident due to weather or other cause on your route to the test site, in which case:
  - Documentation from the Department of Transportation Services or a Police report is required within 3 business days of your scheduled exam day to qualify for a free reschedule.

If the above listed circumstances are not met, failure to attend your scheduled test date will result in a NO SHOW status and any exam fees paid *will NOT be refunded.*

No Shows

If you are scheduled for your exam and do not show up without notifying D&SDT-Headmaster at least one (1) full business day prior to your scheduled testing event, *excluding* Saturdays, Sunday, and Holidays, or if you are turned away for lack of proper identification, proper attire, or any other reason to deem you ineligible to test, you will be considered a **NO SHOW.** You will forfeit all fees paid and must submit a new testing fee to schedule yourself into a new test event.

These fees partially offset D&SDT-Headmaster cost incurred for services requested and resulting work that is performed. If a reschedule or refund request is not received before the one (1) full business day preceding a scheduled test event, *excluding* Saturdays, Sundays, and Holidays (see examples under Reschedules and Refund of Testing Fees Paid), a NO SHOW status will exist and you will forfeit your testing fees and must repay the full testing fee to secure a new test event.

No Show Exceptions

Exceptions to the No Show status exist; if you are a No Show for any test component for any of the following reasons, a free reschedule will be authorized to the remitter of record providing **the required documentation is received within the appropriate time frames outlined below:**

- **Car breakdown or accident**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a tow bill, police report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.

- **Weather or road condition related issue:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a road report, weather report or other appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.

- **Medical emergency or illness**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and a doctor's note must be submitted within **three (3) business days** of the missed exam date**.** If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.

- **Death in the family**: D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and an obituary for **immediate family only** submitted within **seven (7) business days** from a missed exam date. If we do not receive proof within the 7-business day time frame you will have to pay as though you were a NO SHOW. (Immediate family includes parent, grand and great-grand parent, sibling, children, spouse or significant other.)

- **Virtual testing issues:** D&SDT-Headmaster must be contacted within one business day via phone call, fax or email and appropriate documentation must be submitted within **three (3) business days** of the exam date. If we do not receive proof within the 3-business day time frame you will have to pay as though you were a NO SHOW.

  - **Internet outage or issue:** Documentation from Internet provider showing outage date and times.
  - **Computer or cell phone issue:** If computer or cell phone fail to work for any reason, documentation from a computer repair technician/shop or other appropriate documentation.

Test Results

After you have completed the Knowledge Test, your test results will be officially scored and double checked. Official test results are available to you, and can be printed, after 6:00PM Mountain Standard time the day tests are scored. See instructions to access your test results online.
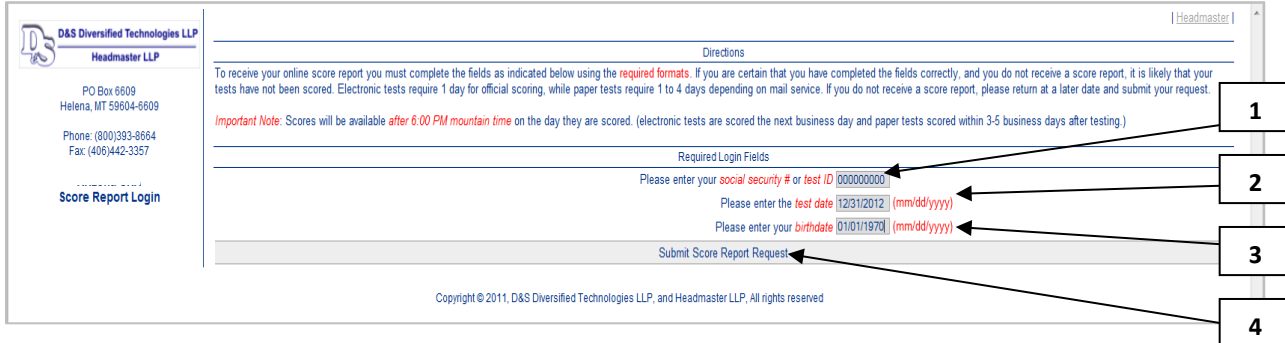
You will be emailed your test results to the email in your record after your test has been officially scored. Your device must have an RTF reader to open emailed test results.

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D&SDT-HEADMASTER does not send postal mail test result letters to candidates.

To check your test results online, go to Online Test Results under the "Candidate Forms" column on the Arizona Caregiver webpage.
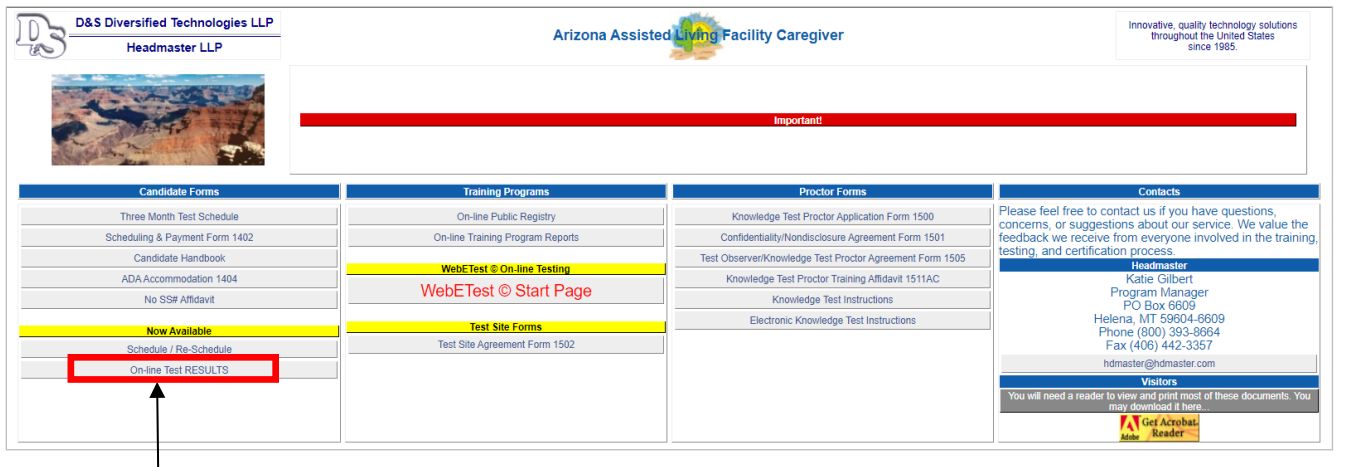
1) Type in your social security number
2) Type in your test date
3) Type in your birth date
4) Click on Submit Score Report Request

Or, you may access your results at the Arizona Caregiver webpage at:
https://hdmaster.com/testing/othertesting/AZ_alc/AZ_ALC_Home.htm

Click on On-Line Test Results, which will link you to the same page as shown above.

Test Attempts

You have **three attempts** to pass the knowledge exam. There is no expiration date on the time frame from completion of training to testing.

If you fail the knowledge exam three times, you must complete a new Arizona NCIA/ALFM Board of Examiners approved training program in order to become eligible to further attempt Arizona assisted living facility caregiver examinations.

- An attempt means checking in for the competency evaluation and receiving the knowledge test booklet. If a candidate decides to not complete the test after receiving the knowledge test booklet the attempt will be scored as a failure.

Retaking the Assisted Living Caregiver Medication Management Exam

In the event that you fail the knowledge exam, when you want to apply for a retest, you will need to repay for your retake before you can schedule a new exam date:

You can schedule a test or re-test online at the Arizona Caregiver webpage with your secure Test ID# and Pin# by clicking on Schedule/Reschedule.

You will need to pay with a VISA or MASTERCARD before you are able to schedule. Call D&SDT-Headmaster at (800)393-8664 if assistance is needed or to get your ID# and Pin#.

If you need assistance scheduling your re-test, please call D&SDT-Headmaster at (800)393-8664. We are able to assist you in scheduling a test or re-test date as long as your fees have been paid first.

Test Review Requests

You may request a review of your test results or dispute any other condition of your testing. **There is a $25 test review deposit fee.** To request a review, you must submit the PDF fillable Test Review Request and Payment Form 1403 available on D&SDT-Headmaster's main webpage at www.hdmaster.com (before you get to the Arizona ALF Caregiver webpage). Submit the Test Review Fee of $25 (MasterCard, Visa or debit card) and a detailed explanation of why you feel your dispute is valid (upload with Form 1403) via the PDF fillable Test Review Request and Payment Form 1403 **within three (3) business days** from official scoring of your test (excluding Saturdays, Sundays and Holidays). Late requests will be returned and will not be considered.

PLEASE READ BEFORE FILLING OUT THE TEST REVIEW REQUEST: Please call D&SDT-Headmaster at (800)393-8664 during regular business hours, Monday through Friday, 6:00AM to 6:00PM MST, excluding Holidays, and discuss the test outcome you are questioning before committing to sending the $25 test review request deposit fee. Many times, once you have further details about the scoring of your test, you will understand the scoring process and learn how you can better prepare yourself for subsequent exam attempts. If, after discussion with D&SDT-Headmaster staff, you still have a concern with your testing process that affected the outcome of your exam, you may submit a Test Review Request.

The likely outcome of your review will determine who pays for your re-test. If the results of the review are in your favor, D&SDT-Headmaster will pay your re-test fee. D&SDT-Headmaster will review your detailed recollection, your knowledge test markings and will re-check the scoring of your test and may contact you and/or the RN Test Observer/Knowledge Test Proctor for any additional recollections of your test. D&SDT-Headmaster cannot discuss candidate test results or test reviews with a candidate's training program/instructor. After a candidate reaches the age of 18, D&SDT-Headmaster will only discuss test results or test disputes with the candidate. D&SDT-Headmaster will not review test results or disputes with family members or anyone else on behalf of the candidate once the candidate is 18 years of age. D&SDT-Headmaster will complete your review request within 10 business days of the receipt of your timely review request and will email the review results to your email address and to the Arizona NCIA/ALFM Board of Examiners.

Assisted Living Facility Caregiver and Manager Registry

After you have successfully passed the Knowledge Test, your name will be placed on the Arizona Assisted Living Facility Caregiver and Manager Registry for prospective employers, etc., to verify that you have passed an Arizona Assisted Living Facility Caregiver course.

The Assisted Living Facility Caregiver and Manager Registry can be accessed at: https://az.tmuniverse.com under PUBLIC SEARCH, type in your last name and click SEARCH:

1) Under PUBLIC SEARCH - Type in the LAST NAME of the candidate you wish to verify has completed training
2) Click on Search
3) Click on VIEW RECORD

Completed training information is shown to verify the candidate has completed the required training.

Training Name – Assisted Living Facility Caregiver Training OR Assisted Living Facility Manager Training

Eligible to Test – this is the date the candidate was ELIGIBLE TO TEST (completed the course requirements)

Exam Passed – this date is the date the candidate passed the exam and is the *COMPLETION OF COURSE DATE*

Training Program Name – the name of the training program where the candidate completed their training

Certificate Number – the number that will be on the candidate's completion certificate

Certificate of Completion

Once candidates successfully pass their Assisted Living Facility Caregiver exam, Training Programs are required to print Certificates of Completion from the Registry for their candidates as proof for employment that their candidates have successfully completed an Arizona Assisted Living Facility Caregiver course.

Please contact your training program after you pass your exam and request your Certificate of Completion.

Your Certificate of Completion from your Training Program is proof for employment that you have successfully completed an Arizona Assisted Living Facility Caregiver course. Please direct any prospective employer requests to the PUBLIC SEARCH on the Assisted Living Facility Caregiver and Manager Registry or they may call D&SDT-Headmaster at (800)393-8664.

The Medication Management Knowledge Exam

You may be required to re-present your ID when you enter the knowledge test room. Please keep your ID with you during the entire exam day.

The Knowledge Test Proctor will provide instructions for taking the Knowledge Test.

EFFECTIVE 2-1-2023: You will have a maximum of **sixty (60) minutes** to complete the 63 question Knowledge Test. You will be told when fifteen (15) minutes remain. You may not ask questions about the content of the Knowledge Test (such as "What does this question mean?").

You must have a score of 75% or better to pass the knowledge portion of the exam.

Electronic testing called WebEtest© using Internet connected computers is utilized at all sites in Arizona. The Knowledge test portion of your exam will be displayed on a computer screen for you to read and key in your answers.

Per the Arizona NCIA/ALFM Board of Examiners, translation dictionaries, devices or non-approved language translators are not allowed during testing. Scratch paper is also not allowed during testing.

All test materials must be left in the testing room. Anyone who removes or tries to remove materials, notes or information from the testing room is subject to prosecution and will be reported to their training program.

Virtual Knowledge Exam Option

You will have the option to take the knowledge exam virtually.

Virtual Knowledge Exam Candidate Requirements

Candidates must have:
- An updated version of Google Chrome as your Internet browser.
  - *Internet Explorer is not supported by TMU©.*
- A reliable Internet (Wi-Fi) connection.
- A personal computer/tablet/laptop to log into WebETest© to access the knowledge test.
- **Your Email or Username and Password to take the virtual Knowledge test.**

- A smartphone to access the 'facetime app' (example; Zoom, etc.) that you will need to have downloaded.
  - You will be provided information for the 'facetime app' (example; Zoom, etc.) you will need before test day via email.
  - The night before your scheduled virtual knowledge exam, you will be emailed a reminder with the password protected link to join the test event.
- A distraction and interruption free area of your home, etc., where you will be testing.

Scheduling a Virtual Knowledge Exam

You will need to sign in to your WebETest© record using your Test ID# and PIN# and follow the instructions to 'Scheduling/Rescheduling into a Test Event'. Please make sure you have met the 'Virtual Knowledge Test Candidate Requirements' listed above before scheduling a virtual knowledge exam.

- The test site location for a virtual knowledge exam will be '**Virtual Knowledge Test Site**'.
- Once scheduled, a test confirmation will be sent via email.
- Instructions and the link to download the 'facetime app' (example; Zoom, etc.), including the meeting ID and Password for the virtual knowledge event you are scheduled for will be emailed to you.

Virtual Knowledge Exam Sign-In

You are required to be signed in to the virtual link for the sign in process with the test proctor **prior (10-20 minutes)** to the start time listed on your test confirmation. If you are not signed into your virtual waiting room link prior (**at least 10 minutes**) to the time listed on your test confirmation, you will not be allowed to test, considered a No Show and forfeit your testing fees paid and have to pay for another test date.

- You will need to show your mandatory form of identification to the test proctor at sign in before starting your virtual knowledge exam. Please see the 'Identification' section for specifics.
- You will be required to show your surroundings to the test proctor during sign-in before starting your virtual knowledge exam.

Virtual Knowledge Exam Policies

All 'Testing Policies' and 'Security' measures are adhered to during the virtual knowledge exam. Please refer to those sections for information.

- The 'facetime app' (example; Zoom, etc.) link must be maintained during the entire knowledge test.
- If the 'facetime app' (example; Zoom, etc.) connection is lost, you must immediately reconnect or be subject to being exited from the test by the test proctor and your test scored as a failed attempt.
- Please see virtual knowledge test issues information under the 'No Show Exceptions' section.
- Per the Arizona NCIA/ALFM Board of Examiners, translation dictionaries, devices or non-approved language translators are not allowed during testing. Scratch paper is also not allowed during testing.

Please call D&SDT-HEADMASTER at (800)393-8664 if you have any questions, concerns or need assistance scheduling into a virtual knowledge exam.

Arizona Assisted Living Facility Caregiver Candidate Handbook

Knowledge Exam Content

The Knowledge Test consists of 63 medication management multiple-choice questions. Questions are selected from subject areas based on the Arizona Assisted Living Facility Caregiver Medication Management test plan and include questions from all the required categories as defined in the Arizona NCIA/ALFM Board of Examiners regulations.

The subject areas are as follows:

SUBJECT AREA	NUMBER OF QUESTIONS
Controlled Substances	7
Documentation	7
Error Reporting	7
Medication Administration	7
Medication Effects	7
Safety	7
Six Rights	7
State Regulations	7
Terminology	7

Knowledge Exam Vocabulary List

absorption	antihistamines	blood glucose
abuse	antihypertensives	blood pressure
ac	anti-inflammatory	blood sample
acetaminophen	antipsychotic	blood sugar
administration	antitussive	broad spectrum
adverse effect	arthritis	central nervous system
allergic reactions	artificial tear application	cholesterol
analgesic		chronic pain
anaphylaxis	aspiration	circulation
anemia	aspirin	classification
antacid	assessment	communicable disease
antibiotic	asthma	confidentiality
anti-coagulants	b.m.	congestive heart failure
anticonvulsants	bacterial infections	
anti-emetic	bid	constipation
antigout	blood clot	contributing factors
	blood clotting	

controlled medication	fever	licensed provider order
controlled substances	fingerstick	liquid medications
coronary artery disease	generic name	low blood sugar
countable medication	glucometer	macular degeneration
cross checking	glucose	MAR
crushing	gout	medication administration
DC'd	gtt	medication categories
decongestants	habit forming	medication effect
dehydration	haloperidol	medication error
delegation	hand washing	medication label
depression	herbal medications	medication occurrence
diabetes	high blood pressure	medication order
digestion	hormone	medication package
digestive system	hs	medication reference
digoxin	hyperglycemia	medication resource
discontinued medication	hypertension	medication sheet
discrepancy	hypoglycemia	medication storage
disposal	hypotension	metabolic
diuretic	hypothyroidism	mg
documentation	infection control	missing documentation
dose	infections	missing medication
drug clearance	inflammation	muscle pain
drug loss	inhalant medication	muscle relaxant
ear drops	injections	nasal medication
edema	insulin	needles
effects	insulin administration	non-narcotic
electrolyte	insulin classification	nose drops
enteric	insulin injections	NSAID
excretion	insulin measurement	observation
expiration date	insulin shock	ointment
eye dropper	integumentary	opthalmic
eye medication	itching	optic
faxed order	labeling	
	lancet	
	laxative	

oral medication	RDA	stat order
osteoporosis	rectal medication	subcutaneous tissue
OTC	refusal	subjective information
otic	relaxant	sublingual
p.o	reporting	suppository
parenteral	resident rights	suspensions
Parkinson's Disease	respirations	symptoms
pathogen	respiratory medications	syringes
pc	responsibility	systolic
pharmacy label	right resident	tablet disposal
pleurisy	risk factors	temperature
prednisone	role and responsibility	tid
prescription	route	topical
PRN	safety	toxic
psoriasis	scabies	TPR
pulse	sedatives	trade name
q am	seizures	transdermal patch
q2h	sharps disposal	Type I diabetes
qd	side effect	Type II diabetes
qid	six rights	urinary tract infection
qod	skin	vitamins
quality control	sliding scale	wearing gloves
radial pulse	standard precautions	wrong dose

Notes: